



State of Illinois
Illinois Commerce Commission
Service Quality for Telecommunications Carriers
Code Part 730.115
Quarterly Filing

Frontier Communications - Midland, Inc.
for quarter ending September 30, 2008

Performance Data	July	August	September	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	4.61	5.15	3.75	4.50
B. Operator Answer Time - Information [730.510(a)(1)]	5.15	4.82	4.77	4.91
C. Repair Office Answer Time [730.510(b)(1)]	118.00 *	119.00 *	97.00 *	111.33 *
D. Business or Customer Service Answer Time [730.510(b)(1)]	185.00 *	204.00 *	186.00 *	191.67 *
E. Percent of Service Installations [730.540(a)]	89.34% *	93.55%	87.83% *	90.24%
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	68.33% *	87.01% *	73.02% *	76.12% *
G. Trouble Reports per 100 Access Lines [730.545(a)]	2.30	2.40	2.10	2.27
H. Percent Repeat Trouble Reports [730.545(c)]	5.00%	4.00%	10.00%	6.08%
I. Percent of Installation Trouble Reports [730.545(f)]	19.67%	13.71%	1.74%	11.71%
J. Missed Repair Appointments [730.545(h)]	21	25	20	22
K. Missed Installation Appointments [730.540(d)]	13	8	14	12

Comments



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